



1Fu 2643

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Docket No: Q63703

Alban COUTURIER

Appln. No.: 09/816,465

Group Art Unit: 2643

Confirmation No.: 6482

Examiner: Harry S. Hong

Filed: March 26, 2001

For: A MODULAR SYSTEM FOR MANAGING SERVICE CALLS, IN PARTICULAR
TELECOMMUNICATION SERVICE CALLS

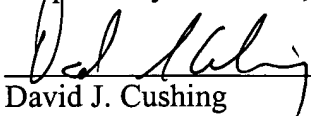
REQUEST FOR ISSUANCE OF NEW OFFICE ACTION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In April of 2005, the undersigned received a telephone call from Examiner Harry Hong inquiring as to the status of the above application. The Examiner noted that an Office Action was still in the file and had been returned to the United States Patent and Trademark Office as "undelivered". A copy of the first page of the Office Action dated October 7, 2003, along with a copy of the print-out from Pair noting on October 22, 2003, that "Mail was returned to USPTO as undeliverable" is attached. Since Applicant never received or was aware of the Office Action dated October 7, 2003, issuance of a new Action is requested.

Respectfully submitted,


David J. Cushing
Registration No. 28,703

SUGHRUE MION, PLLC
Telephone: (202) 293-7060
Facsimile: (202) 293-7860

WASHINGTON OFFICE

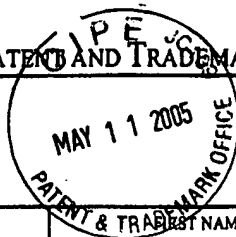
23373

CUSTOMER NUMBER

Date: May 11, 2005



UNITED STATES PATENT AND TRADEMARK OFFICE



UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/816,465	03/26/2001	Alban Couturier	Q63703	6482

7590 10/07/2003
SUGHRUE, MION, ZINN, MACPEAK & SEAS, PLLC
2100 Pennsylvania Avenue, N.W., Suite 800
Washington, DC 20037-3213

EXAMINER

HONG, HARRY S

ART UNIT PAPER NUMBER

2642

DATE MAILED: 10/07/2003

4

Please find below and/or attached an Office communication concerning this application or proceeding.

RECEIVED

OCT 22 2003

Technology Center 2600

BEST AVAILABLE COPY



United States Patent and Trademark Office

Home | Site Index | Search | FAQ | Glossary | Guides | Contacts | eBusiness | eBiz Alerts | News | Help

Portal Home

Patent Applications



Patent Application Information Retrieval



Patent Application Information (PAIR)

[PAIR Frequently Asked Questions](#)

[PAIR Help](#)

Search Class/Subclass/GAU

[Manual of Patent Classification](#)

Secure eBusiness

[Patent EBC](#)

[Customer Numbers](#)

[Digital Certificates](#)

[Electronic Filing](#)

[Private PAIR](#)

Glossary

[Patent eBusiness Support/Help](#)

[System Alerts](#)

[Viewer Download: PDF](#)

Patent Information



About Patents

[Manual of Patent Examining Procedure](#)

[Patent Assistance Center](#)

[Employee Locator Search](#)

[Valid Location Codes](#)

[Telephone Directory](#)

[Fees](#)

[Pay online \(RAM\)](#)

[Inventor Resources](#)

[News, Federal Register & OG Notices](#)

[PTDL Program - libraries near](#)

[You](#)

[Registered Patent Attorneys & Agents](#)

Patent Searches



Select Search Method:

Enter Number:

Application Number

SUBMIT

[Order Certified Application As Filed](#)

[Order Certified File Wrapper](#)

[View Order List](#)

09/816,465 Modular system for managing service calls, in particular telecommunication service calls



This application is officially maintained in electronic form. To View: Click the desired Document Description. To Download and Print: Check the desired document(s) and click StartDownload.

Mail Room Date	Document Description	Page Count	Select All	Start Download	Clear
10-22-2003	Mail returned to USPTO as undelivered	62	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10-07-2003	Non-Final Rejection	5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10-07-2003	List of references cited by examiner	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10-07-2003	List of References cited by applicant and considered by examiner	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
09-30-2003	Examiner's search strategy and results	16	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
09-30-2003	Examiner's search strategy and results	13	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
09-30-2003		2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Search Patents/Patent Applications - full text & images](#)

[How to View Patent Images](#)

[Search Assignments - Ownership](#)

[Search International Patents](#)

[Other Search Resources & Tips](#)

[Sequence Searches \(biotech\)](#)

[Software for Sequence Listings](#)

[Order Copies & Publications](#)

[Products & Services](#)

[Other](#)

[Copyrights](#)

[Policy & Law](#)

[Reports](#)

[Trademarks](#)

Examiner's search strategy and results	09-30-2003	1	
Examiner's search strategy and results	09-30-2003	1	
Examiner's search strategy and results	09-30-2003	3	
Examiner's search strategy and results	09-17-2003	6	
Examiner's search strategy and results	09-17-2003	7	
Examiner's search strategy and results	09-17-2003	4	
Examiner's search strategy and results	09-17-2003	1	
Examiner's search strategy and results	09-17-2003	12	
Examiner's search strategy and results	09-17-2003	13	
Examiner's search strategy and results	09-17-2003	1	
Examiner's search strategy and results	09-17-2003	1	
Examiner's search strategy and results	09-17-2003	2	
Examiner's search strategy and results	09-17-2003	2	
Examiner's search strategy and results	09-17-2003	2	
Examiner's search strategy and results	09-17-2003	10	
Foreign Priority Papers Filed	03-26-2001	24	
NPL Documents	03-26-2001	70	
Issue Information including classification, examiner, name, claim, renumbering, etc.	03-26-2001	1	
Search information including			

03-26-2001	<u>classification, databases and other search related notes</u>	1	<input type="checkbox"/>
03-26-2001	<u>Index of Claims</u>	1	<input type="checkbox"/>
03-26-2001	<u>Transmittal letter</u>	1	<input type="checkbox"/>
03-26-2001	<u>Drawings</u>	2	<input type="checkbox"/>
03-26-2001	<u>Specification</u>	11	<input type="checkbox"/>
03-26-2001	<u>Claims</u>	3	<input type="checkbox"/>
03-26-2001	<u>Abstract</u>	1	<input type="checkbox"/>
03-26-2001	<u>Oath or Declaration filed</u>	3	<input type="checkbox"/>
03-26-2001	<u>Bibliographic Data Sheet</u>	1	<input type="checkbox"/>
03-26-2001	<u>Fee Worksheet (PTO-875)</u>	1	<input type="checkbox"/>
03-26-2001	<u>Fee Worksheet (PTO-875)</u>	1	<input type="checkbox"/>
03-26-2001	<u>Claims Worksheet (PTO-2022)</u>	1	<input type="checkbox"/>
03-26-2001	<u>Information Disclosure Statement (IDS) Filed</u>	2	<input type="checkbox"/>
03-26-2001	<u>NPL Documents</u>	2	<input checked="" type="checkbox"/>
03-26-2001	<u>Transmittal letter</u>	1	<input type="checkbox"/>
03-26-2001	<u>Specification</u>	11	<input type="checkbox"/>
03-26-2001	<u>Claims</u>	3	<input type="checkbox"/>
03-26-2001	<u>Abstract</u>	1	<input type="checkbox"/>
03-26-2001	<u>Drawings</u>	2	<input type="checkbox"/>
03-26-2001	<u>Oath or Declaration filed</u>	3	<input type="checkbox"/>

The Patent Electronic Business Center is available to assist with PAIR questions at (866) 217-9197 (toll free) or EBC@uspto.gov

[Home](#) | [Site Index](#) | [Search](#) | [eBusiness](#) | [Help](#) | [Privacy Policy](#)